

**PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA
COMMISSION DIRECTIVE**

ADMINISTRATIVE MATTER

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DATE

March 18, 2020

MOTOR CARRIER MATTER

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DOCKET NO.

2020-105-EG

UTILITIES MATTER

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ORDER NO.

2020-229

THIS DIRECTIVE SHALL SERVE AS THE COMMISSION'S ORDER ON THIS ISSUE.

SUBJECT:

DOCKET NO. 2020-105-EG - Dominion Energy South Carolina, Incorporated - Actions in Response to COVID-19 and a Request for Expedited Approval of *Nunc Pro Tunc* to Waive Late-Payment Charges for All Its Customers **This Filing Does Not Involve Any Changes to the Retail Electric or Natural Gas Base Rates** - Staff Presents for Commission Consideration Dominion Energy South Carolina, Incorporated's Actions in Response to COVID-19 and Request for Expedited Approval *Nunc Pro Tunc* for the Company to Waive Late-Payment Charges for All Its Customers.

COMMISSION ACTION:

In response to COVID-19, Dominion informs the Commission that it has implemented the following measures:

1. During this critical time, the Company has ceased disconnection for non-payment of bills.
2. The Company is waiving the reconnection charge for those customers whose service has been disconnected for nonpayment.
3. The Company's local business offices will close at 5:00 p.m. on March 16, 2020 and will remain closed during the current State of Emergency. However, Dominion states that it continues to be available to its customers 24 hours a day, seven days a week through its 800 telephone number, its website, and its mobile app. Customers may also continue to pay bills by visiting Dominion authorized payment centers.
4. Dominion maintains it is committed to helping any customer facing hardship during this difficult time.

In addition to these measures, Dominion further states it understands that its customers may not be able to pay their bills in a timely manner and does not wish to burden those customers who are unable to pay their bill with the assessment of a late-payment charge. In order to provide relief to customers as quickly as possible, Dominion began waiving late-payment charges on March 16, 2020 for all its customers.

Consistent with the Commission's vote in Supplemental Item 1, I move that grant Dominion's request *nunc pro tunc* and authorize the Company to waive any late-payment charges incurred by any customer beginning March 16, 2020.

PRESIDING: RandallSESSION: RegularTIME: 2:30 p.m.

MOTION YES NO OTHER

BELSER

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ERVIN	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	voting via videoconference
HAMILTON	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
HOWARD	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	voting via videoconference
RANDALL	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
WHITFIELD	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
WILLIAMS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>Absent</u> Military Leave

(SEAL)

RECORDED BY: J. Schmieding

